

PREVENT SEWER BACKUPS AND WHEN TO CALL THE CITY

Most homeowners give little thought to utility lines that transport water and wastewater to underground main lines. When a sewer line backs up, however, it becomes a major concern. It is important to know where your water shut-off valve and wastewater cleanout are located.

In older homes, sewer pipes may have cracked, inviting tree roots to grow into the pipes where water is leaking. Other common sources of clogging include wipes (even those labeled as being flushable), feminine hygiene products, fats, oils and grease. These products should never be flushed down the toilet or sink.

Upon annexation on Dec. 12, residents are encouraged to call the city before calling a plumber. No matter the hour, a member of the city's maintenance crew will come to see if the blockage is in the city's main sewer line. Based on this, the resident will be advised on whether a plumber is needed. Residents can save a lot of money if the blockage turns out to be in the city's sewer line, so it is important to find that out before calling a plumber.

Who pays?

- The homeowner is responsible for the water line from the meter to the home.
- The city maintains the meters and the service line to the main line.
- The homeowner is responsible for the wastewater service line from the home to the main line.

